

## ***'Getting Care Right for You'* public consultation on changes to urgent care services in Durham Dales, Easington and Sedgefield**

Welcome to our public consultation about urgent care services in Durham Dales, Easington and Sedgefield (DDES). We look forward to tell you what we have done, how we have done it and why we believe that changing urgent care services will improve your experiences of local health care services.

By urgent care we mean 'the range of health services available to people who need urgent advice, diagnosis and treatment quickly and unexpectedly for needs that are not considered life-threatening'. Excluded from this is emergency care, which is defined as 'immediate or life threatening conditions, or serious injuries and illnesses'. Examples of urgent care services are:

- NHS 111
- Pharmacy
- Local GPs, during and outside normal working hours
- Walk-in centres
- Minor injuries unit

The aim of the proposed changes is to commission (buy) urgent care services which people find simple to understand and gets people prompt treatment or advice for their urgent care need, making best use of the medical workforce and without additional pressure on A&E.

In particular, the consultation will include:

- Current day time urgent care services
- Proposal for extended GP practice opening until 8pm weekdays and at weekends
- Out of hours urgent care

- Rapid access to diagnostics, minor ailments and injuries

We will consult on a range of options in your area which will look to deliver better services from April 2017:


- **Urgent Care from your GP practice and extended GP Access** – working with GP Practice to recruit more GPs and other health professionals to create more appointments and improve access during the day from 8am to 8pm and on a weekend and greater use of 111 for appointment bookings
- **GP Out of Hours** - From 8pm – 8am weekdays and from Friday 8pm to Monday 8am (i.e. the times your GP practice will be closed) as we are required to put out to tender (purchase) a new service
- **Removing the need to walk in** to urgent care services and replace with triage and booking from 111
- Providing **rapid access diagnostics (x-ray etc) and assessment** from specific centres, minor ailments and injuries from your GP practice or aligned to diagnostic centres.

We began a review of urgent care services in 2014 and from January 2015 to December 2015 we asked local people about their experience of using services and for their views on how they could be improved. In summary, people told us that the current system is confusing and needs to be much simpler. This feedback has helped us to develop a range of options for the future. These options have also been informed by key national policy which directs us to further develop the NHS 111 telephone service and to also increase GP surgery opening hours to cover weekends and evenings. In order for us to make these improvements, we will need to change the way we deliver services. Now we are asking for your views on proposals we have developed as a result of both public feedback and this national policy. The views of local people are extremely important to us. No decision will be made until the end of the consultation.

This document summarises our proposals and also informs you about the many ways in which you can have your say. We look forward to hearing your views.

Options the CCG is consulting the public on

**Option 1**



All GP practices  
8am – 6pm Monday to Friday



GP hubs  
6pm – 8pm Monday to Friday  
Saturday 8am -1pm  
Sunday 8am – 1pm




MI 8am – 8pm Monday to Sunday  
2 sites – BA & Peterlee



GP out of hours  
6pm – 8am Monday to Friday  
8pm Friday – 8am Monday

**Option 2**



All GP practices  
Extended GP service  
(additional urgent capacity)  
8am – 6pm Monday to Friday



GP hubs  
6pm – 8pm Monday to Friday  
Saturday 8am-1pm  
Sunday 8am – 1pm




MI service  
8am – 8pm Monday to Sunday  
2 sites – BA & Peterlee



GP out of hours  
6pm – 8am Monday to Friday  
8pm Friday – 8am Monday


**Option 3**



All GP practices  
Extended GP  
(additional urgent capacity)  
8am – 6pm Monday to Friday



GP hubs  
6pm – 8pm Monday to Friday  
Saturday 8am-1pm  
Sunday 8am – 1pm



MI 24-7  
2 sites – BA & Peterlee



Out of hours  
8pm – 8am Monday to Friday  
1pm Saturday – 8am Monday

More information is available on the DDES CCG website

(<http://www.durhamdaleseasingtonsedgefieldccg.nhs.uk/>) including an online questionnaire about the consultation. Paper copies are also available by contacting 0191-3713222 or emailing [ddescg.enquiries@nhs.net](mailto:ddescg.enquiries@nhs.net)

### **Public consultation meetings**

A number of public meetings have been arranged as part of the consultation. These are detailed below. To book a place at one of the events, please call 0191-3713222 or email [ddescg.enquiries@nhs.net](mailto:ddescg.enquiries@nhs.net)

3 X Sedgefield

3 X Easington

3 X Dales

### **Do you need more help?**

#### **Want to talk to someone about how this consultation has been run?**

If you would like to talk to someone about how this consultation has been put together and delivered, please contact DDES CCG

### **Other languages and formats**

We can provide versions of this document in other languages and formats such as Braille and large print on request. Please contact 0191- 3713222